

**IN THE SPECIFICATION:**

Please replace paragraph 0032 as follows:

As described in detail herein, in one embodiment, the present invention mitigates or overcomes all of the forgoing limitations by providing an Internet-accessible property management system for creating and tracking events, also described as "incidents" herein, such as service requests, maintenance reminders and other events associated with managing property. These events are created and tracked regardless of whether they were initiated by a tenant or property manager, although they may be treated differently depending on the levels of authorization permitted to a particular tenant and property manager. Note that the owner administrator is often classified as a property manager with a particular set of attributes. Events such as service requests are stored in a database, which in the present invention permits queries from registered users. Registered[[s]] users are those tenants, property managers, vendors, owner representatives and others which have been issued a system ID and password. In one embodiment, all registered users can access the present invention via the Internet.